



STATE OF CALIFORNIA
Department of Forestry and Fire Protection
EXAMINATION ANNOUNCEMENT
COMMUNICATIONS OPERATOR
OPEN-NONPROMOTIONAL



CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.
CR90-1670 7FS08

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE, BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL FOR	Department of Forestry and Fire Protection
POSITIONS EXIST	Statewide
WHO SHOULD APPLY	Applicants who meet the minimum qualifications. This is an open-nonpromotional examination. Applications will NOT be accepted on a promotional basis.
HOW TO APPLY	Examination Application STD. 678 must be filed with the Department of Forestry and Fire Protection by mail to P.O. Box 944246, Sacramento, California 94244-2460, attention Examination Unit, or in person at 1300 U Street, Sacramento, California.
FINAL FILING DATE	Applications must be postmarked no later than July 19, 2007 . Applications postmarked after the final filing date will not be accepted for any reason.
EXAMINATION DATES	Qualifications Appraisal Interview: It is anticipated that interviews will be held during September/October 2007 .
SALARY RANGE	Range A \$3016 - \$3666 Range B \$3413 - \$4147 <u>Range A:</u> This range shall apply to those individuals who do not meet the criteria for payment in Range B. <u>Range B:</u> This range shall apply to individuals who have satisfactorily completed the equivalent of two years of experience and training required of a Communications Operator, Range A.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.
ELIGIBLE LIST INFORMATION	A departmental eligible list will be established for the Department of Forestry and Fire Protection. This list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	All applicants must meet the education and/or experience requirements for this examination by July 19, 2007 , the final filing date. NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination. All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected. Pursuant to Government Code 18935(b), candidates with <u>permanent</u> status at the Communications Operator level or above, may not be eligible to apply for this examination.

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COMMUNICATIONS OPERATOR
(Cont'd.)

**MINIMUM
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as "**Either**" I, "**Or**" II, "**Or**" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to the examination as meeting 100% of the overall experience requirement.

Education: Equivalent to completion of the 12th grade.
and

"Either" I

Experience: Six months of experience in the California state service performing the duties of a Dispatcher-Clerk.

"Or" II

Experience: One year of experience in dispatching work involving the operation of radio communications equipment/systems.

"Or" III

Experience: Two years of experience involving a substantial amount of direct and telephone contact with the public and the responsibility to perform numerous tasks simultaneously.

POSITION DESCRIPTION

Communications Operators, under general supervision, type information received by radio and telephone, as required, enters it into computer aided dispatch to initiate, track, or maintain records of service for incidents; operates multi-frequency/channel radios, telephone systems, and computer-aided transmitting and receiving equipment to receive calls from field units or other sources; receives and transmits reports of incidents and requests for assistance via phone, computer, and radio; dispatches equipment and units on various radio frequencies, telephones and/or computers; works long hours under stressful conditions; processes requests to cooperating agencies for service assistance; assists callers with general information; prioritizes radio and telephone traffic to provide assistance to the most urgent call first; provides information as requested or required by field personnel; interviews and/or interrogates callers regarding emergency specific information and provides necessary pre-arrival instructions and/or information; acts as lead person to other dispatch employees as well as other agency personnel when directed to do so; receives and disseminates by radio, fax, or telephone emergency information to various governmental agencies, newspapers, and other organizations as well as the general public; performs clerical work including general typing, filing, maintenance of the database, and prepares reports and records using various computer programs; may respond to large emergencies throughout the state to work in a support function.

**EXAMINATION
INFORMATION**

The examination will consist of a qualifications appraisal interview weighted 100%. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**QUALIFICATIONS
APPRAISAL INTERVIEW
(Weighted 100%)**

Scope:

A. Ability to:

1. Work under stress and maintain composure.
2. Follow instructions precisely.
3. Recall a variety of situations and retain information.
4. Accurately operate and monitor a multitude of radio frequencies and a variety of highly technical communication systems and equipment simultaneously.
5. Read maps quickly and accurately.
6. Communicate effectively.
7. Read and write English at a level required for successful job performance.
8. Work cooperatively with supervisors, peers, cooperators, and the general public.
9. Work independently and under minimal supervision in a rapidly changing environment.
10. Think and act independently, decisively, and quickly in emergency situations.
11. Accurately and effectively relay information.

B. Skill to:

1. Effectively and appropriately deal with frustrated, angry, or otherwise emotional individuals over the telephone.
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COMMUNICATIONS OPERATOR
(Cont'd.)

**SPECIAL PERSONAL
CHARACTERISTICS**

Consistently report to work with a minimum of absences; willingness to work on Saturdays, Sundays, and holidays at odd or irregular hours and night shifts; voice well modulated for radio transmission and clear enunciation; emotional stability; hearing necessary to perform the duties of the position; and a satisfactory record as a law abiding citizen.

**SPECIAL
REQUIREMENTS**

Existing law requires that a thorough background investigation shall be conducted to verify the absence of past behavior indicative of unsuitability to perform public safety dispatcher duties. The background investigation shall include a check of Department of Motor Vehicles' records and a search of local, State, and national criminal history files to disclose any criminal record. Persons unsuccessful in the investigation cannot be appointed to Communications Operator.

Existing law requires that a medical examination shall be conducted to verify the absence of any medical condition which would preclude the safe and efficient performance of dispatcher duties. Persons unsuccessful in the medical exam cannot be appointed to Communications Operator.

Penal Code Section 13510(c) requires that State agencies participating in the P.O.S.T. program shall evaluate oral communication skills to ensure skill levels commensurate with the satisfactory performance of dispatcher duties.

Penal Code Section 13510(c) requires that State agencies participating in the P.O.S.T. program shall require that the P.O.S.T. Public Safety Dispatcher's Basic Course be the minimum basic training for all public safety dispatchers in this program. The course shall be completed within 12 months of hire or assignment to dispatcher duties. Failure to successfully complete the course shall be cause for termination based on failure to meet the required conditions of employment.

**VETERANS'
PREFERENCE CREDITS**

Veterans' preference credits will be added to the final score for all competitors who are successful in this examination and who qualify for, and have requested these points. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.** Career credits are not granted in open examinations.

CAREER CREDITS

Three career credits will be added to the final score of all competitors in this examination who qualify for the credits and attain a passing mark on the examination. (See "General Information" on this bulletin for information regarding career credits.)

**CONFIDENTIALITY AND
SECURITY**

Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in state civil service.

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GENERAL INFORMATION

For an examination without a written feature it is the candidate's responsibility to contact the Examination Unit of the Department of Forestry and Fire Protection, (916) 445-7824, three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of written examination or oral interview fails to reach him/her prior to the day of the written test or interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, and the Department of Forestry and Fire Protection.

If you meet the requirements, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Forestry and Fire Protection reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changed. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: Ordinarily, qualifications appraisal interviews are scheduled in Sacramento and Riverside. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged onto the appropriate lists in order of final test scores (except as modified by veterans' preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board in Sacramento.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plan for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans' Preference Credits: California law allows granting of veterans' preference credits in open entrance examinations and open-nonpromotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open-nonpromotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference credits are on the Veteran Preference Application (Form 1093) which is available from State Personnel Board offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

Career Credits: In open-nonpromotional examinations, career credits are granted to: 1) state employees with permanent civil service status, 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in state civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination Application form STD. 678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, California.)

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)

STS is Speech-to-Speech Service for persons with a speech disability and is reachable at

1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)